Government of Saskatchewan

Annual Report 1981-1982

Saskatchewan Revenue, Supply and Services

Government of Saskatchewan

Annual Report For the Year Ending March 31, 1982

Saskatchewan Revenue, Supply and Services

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Letter of Transmittal

Hon. Joan H. Duncan

Saskatchewan
Revenue, Supply
and Services

Minister

January 21, 1983

Hon. C. Irwin McIntosh
Lieutenant Governor
Province of Saskatchewan

May it please your Honor:

I respectfully submit the annual report of the Department of Revenue, Supply and Services for the fiscal year ending March 31, 1982 in accordance with the provisions of The Department of Revenue, Supply and Services Act, 1978.

Joan H. Duncan

Joan H. Duncan, Minister
Revenue, Supply and Services

Deputy Minister's Transmittal

Saskatchewan
Revenue, Supply
and Services

Deputy Minister

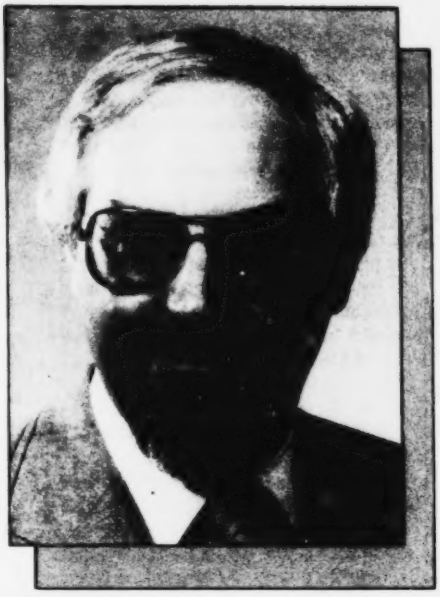
January 15, 1983
Hon. Joan H. Duncan
Minister
Revenue, Supply and Services

Dear Madam:

I have the honour of submitting to you the fifth annual report of the Department of Revenue, Supply and Services. During the fiscal year 1981-82 this Department continued to supply services to the Government of Saskatchewan in the areas of revenue collection, central services and computer systems work.

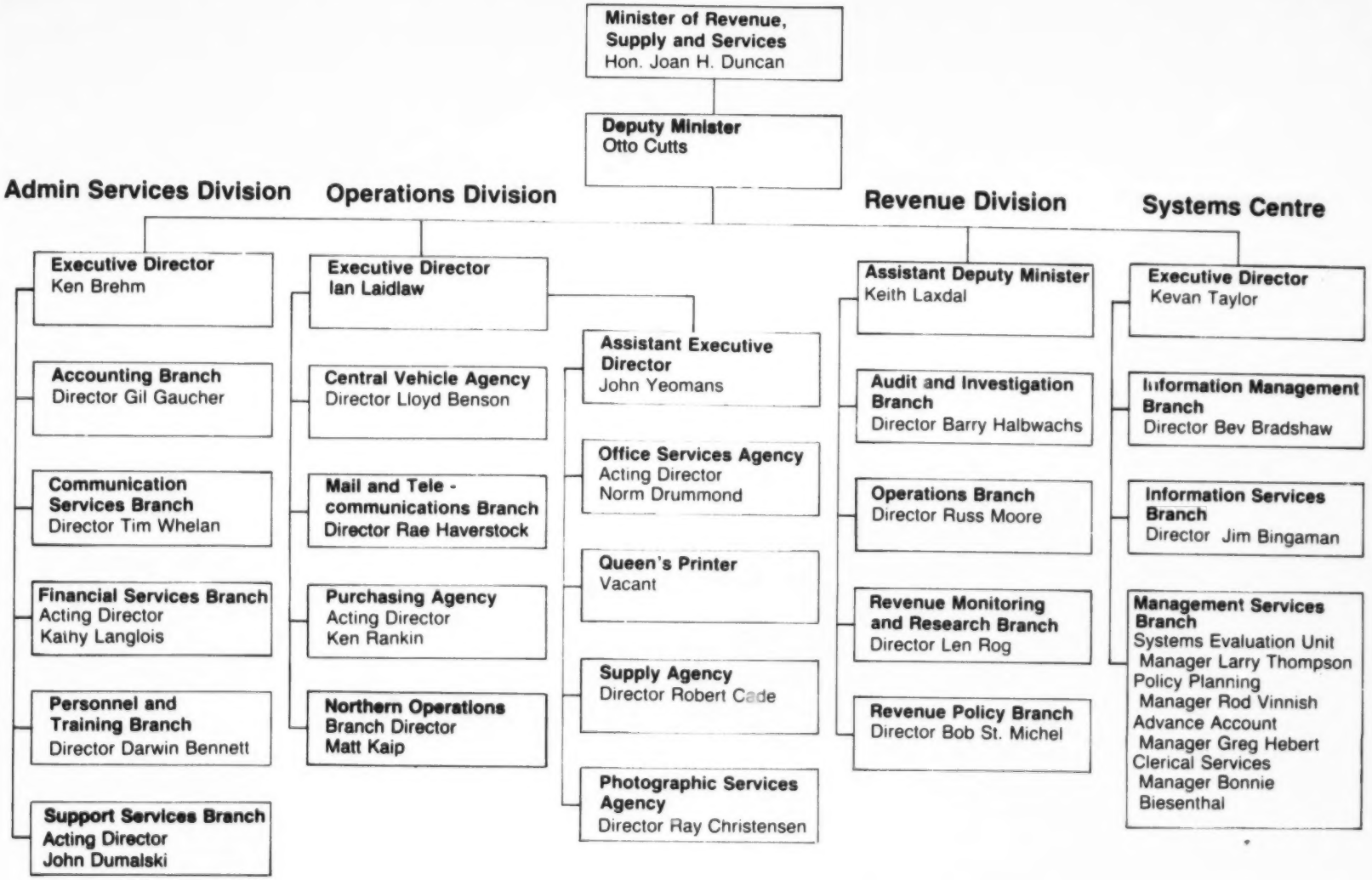
Yours sincerely,

Otto Cutts,
Deputy Minister
Revenue, Supply and Services



Otto Cutts

Revenue, Supply and Services Organization
As of January 1, 1983



Highlights

In 1981-82, Revenue, Supply and Services saw continued improvements in its operation in the types of services offered to Government departments as well as technological changes to improve Department efficiency.

Enhanced Service

— For the first time the Revenue Division collected more than one half billion dollars while keeping operating costs at less than one percent of all collections.

— The Photo Services Agency moved to Revenue, Supply and Services from Executive Council at the beginning of the 1981-82 fiscal year. Along with this organizational move, the Agency moved to a new physical location and for the first time had the facilities to set up its new sophisticated print making equipment.

New Technology

— To improve the production of typewritten materials, word processing centres were established in three areas of the Department. Each of these centres is equipped with a large memory capacity to store often used materials, and each has substantially reduced the number of typing hours used.

— To conserve fuel and reduce operating costs, the Central Vehicle Agency converted a number of its high mileage urban vehicles to propane. Among the first to convert were the vans utilized by the Mail and Telecommunications Branch to deliver mail throughout Regina and Saskatoon.

— An interface system was set up in the Office Services Agency to enable the typesetting equipment to produce typeset copy directly from sources supplied by clients and without having to be keystroked a second time.

Department Operations

— During the 1981-82 fiscal year, the Systems Centre went through a major reorganization. Its objective was to organize the Centre along functional lines and thereby improve efficiency. The motivating factor for these changes is the desire to increase returns on the Government's systems development dollar.

— A Communications Services Branch was established to improve Department communications within the Government and with the public at large.

Administrative Services Division

The Administrative Services Division supplies those services to the Department of Revenue, Supply and Services which are necessary for its day to day operation. These services include: accounting, communication, financial, personnel and support services.

The Administrative Services Division offers its expertise to a small group of departments. The Departments of Finance, Intergovernmental Affairs, Executive Council, Provincial Secretary as well as the Transportation Agency of Saskatchewan receive administrative assistance from this Division.

During the 1981/82 fiscal year, responsibility for administration of the Government's Matching Grants for International Aid Program was transferred from this Division to the Department of Intergovernmental Affairs.
During the year, in order to improve communication within the Government and with the public about the Department's services, a new branch - The Communication Services Branch was established.

The activities of each of the five branches of the Administrative Services Division for the 1981/82 fiscal year are dealt with separately below.

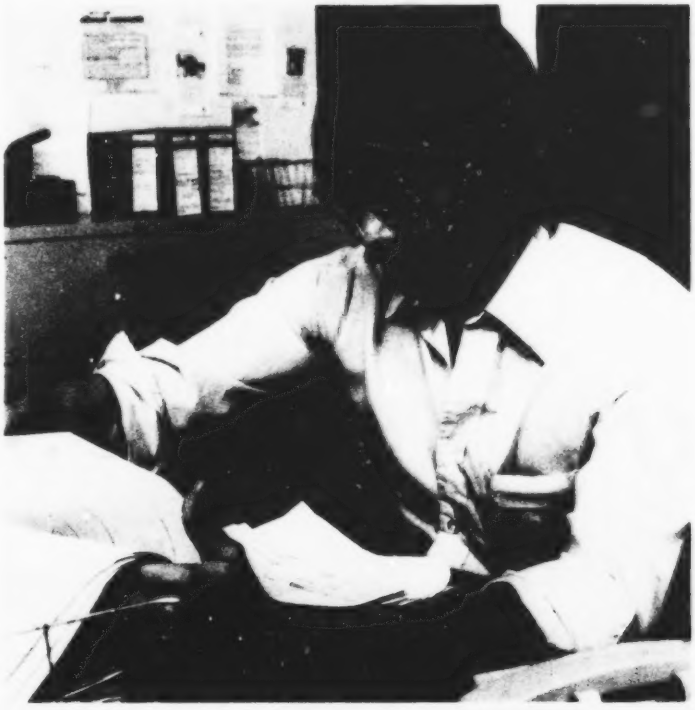
Accounting Branch

Responsibilities

The Accounting Branch provides accounting services, overall direction in accounting policies and assists in the development of accounting procedures throughout the Department of Revenue, Supply and Services as well as offering accounting services and advice to client departments and agencies.

1981/82 Activities

In 1981/82 the Branch completed a financial procedures manual for the Office Services Agency and distributed copies of the manual to user personnel.



The Accounting Branch is bookkeeper for a number of departments: Finance, Intergovernmental Affairs, Executive Council, Provincial Secretary as well as the Transportation Agency of Saskatchewan. Above is Accounting Clerk Peter Hoeving.

Financial Services Branch

Responsibilities

The Financial Services Branch has as its principal task the co-ordination of budget preparation for the Department of Revenue, Supply and Services and for its client departments. As well, the Branch provides advice on financial control and related matters.

1981-82 Activities

In 1981-82 the Branch developed a system to provide fiscal projections of Department expenditures. The Branch aided in the development of a uniform planning and budgeting cycle to simplify budget analysis and improve the financial management capability of the Department.

Statement of Expenditures for the Fiscal Year ending March 31, 1982.

Administration	$ 1,514,602.43
Personnel and Training	197,179.99
Purchasing Agency	1,089,089.84
Mail and Telecommunications	4,735,316.40
Revenue Operations	2,270,315.93
Audit and Investigation	1,791,005.48
Revenue Monitoring and Research	116,223.67
Revenue Policy	306,124.77
Queen's Printer	332,836.88
Photographic and Art Services	282,095.79
Transfer of Insurance Premiums for the Automobile Accident Insurance Act	22,782,485.36
Grants under the Farm Cost Reduction Act	6,992,685.29
Grants under the Gasoline Competition Assistance Program	1,589,582.50
Grants to Indian Bands to Refund Gasoline Tax	955,450.26
Matching Grants for International Aid	2,100,000.00
Special Grants	50,000.00
	$ 47,084,974.59

Personnel and Training Branch

Responsibilities

The Personnel and Training Branch is responsible for providing personnel services to Revenue, Supply and Services and client departments. This includes staffing, classification, employee relations, co-ordination of training programs and the maintenance of all personnel records.

1981-1982 Activities

The Branch continued to play an active role in the Department's Affirmative Action Programs for the handicapped, women and natives. The Branch provided management training services in the areas of employee relations, selection interviewing and performance appraisals.

Bev Kullman and Nadine Driol are the word processing operators for the unit which services the Administrative Services Division, Executive Administration and Central Vehicle Agency. This new technology, along with its storage capacity, has greatly increased accessibility to documents and made their updating a simple matter.

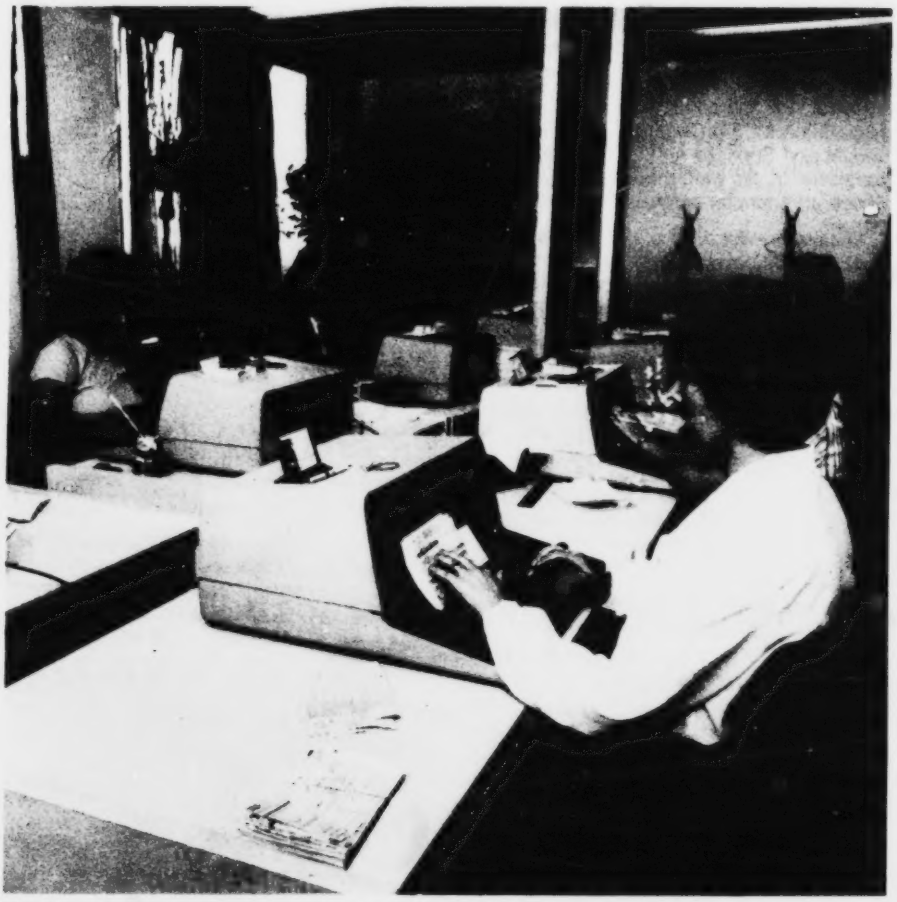
Support Services

Responsibilities

The Support Services Branch is responsible for the acquisition of supplies, equipment, space and furniture, co-ordination of legislative matters and provision of a data entry facility for the Department.

1981/82 Activities

The Branch co-ordinated the introduction of word processing centres in three locations within the Department. The Branch also began planning a geographic consolidation of the Department anticipated in the 1982/83 fiscal year involving the design of floor space, staging of the move and setting up telephone lines for 400 employees.



The Support Services Branch provides a data entry facility known as Key Edit. Its services are utilized primarily by Revenue Division and C.V.A. In the foreground is keypunch operator Edith Roger.

Communication Services Branch

Responsibilities

The Communications Services Branch was established in the 1981/82 fiscal year. Its responsibility is to assist in development of communication programs for branches of Revenue, Supply and Services as well as those departments which receive administrative support from the Division.

1981/82 Activities

In 1981/82 the Branch began the monthly publication of a staff newsletter, REVENEWS to keep employees informed about changes in the Department organization and personnel as well as to provide a vehicle for Department identity. The Branch also provided assistance on a variety of cummunication projects.

Operations Division

Operations Division supplies central services to Government departments and some Crown Corporations. These services include: land and air transportation, mail and telephone services, quick print and special printing services, photographic services, government purchasing, official Government publications and office supplies.

Central Vehicle Agency

Responsibilities

The Central Vehicle Agency (CVA) provides land and air transportation to public agencies. CVA supplies vehicles authorized by the Government or in the case of the Province's Crown Corporations, their Boards of Directors. It also maintains a Regina vehicle pool for out-of-town travel and provides executive air transportation and an air ambulance service.

Through liaison with user agencies and manufacturers, CVA develops specifications for vehicle purchases, ensuring the fleet meets program needs in a cost-effective manner. The Agency's costs are recovered by charging users for services rendered.

The Central Vehicle Agency continues its drive for economy. Less than 10% of the 1981-82 vehicle order was 'full-sized passenger vehicles'.

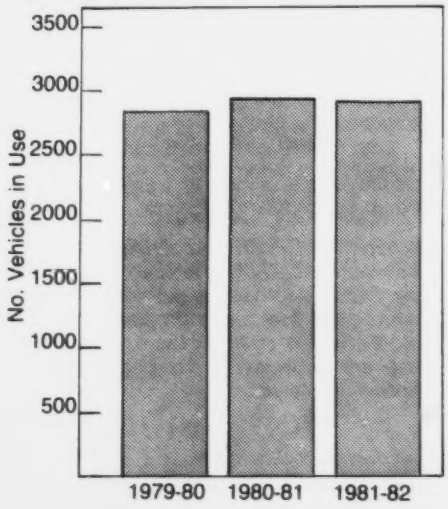
1981-82 Activities

Tne practice of awarding new vehicle purchase orders after consideration of Transport Canada fuel consumption ratings along with the supplier's bid prices continued to show positive results. The benefits of centralized purchasing of vehicles also continued to be demonstrated in that the overall price increase of vehicles purchased as compared to the previous year was 1.7%. Less than 10% of the 1981-82 vehicle order was "full-sized" passenger vehicles.

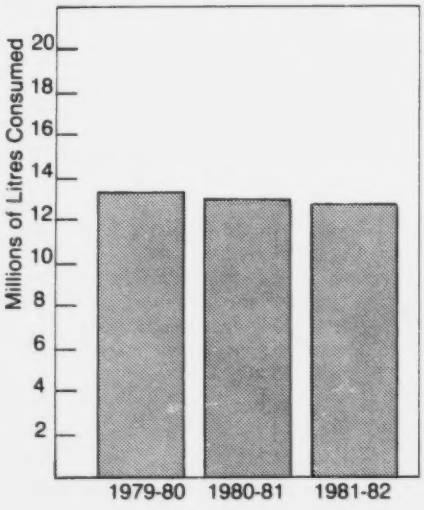
A modest number of urban-based, high energy consuming vehicles were converted to propane in the interests of economy and conservation.

A keyboard terminal was installed in the CVA office for the purposes of inquiries into the vehicle inventory and billing computer system. The Agency began monitoring the performance and capabilities of its computer system as a management tool.

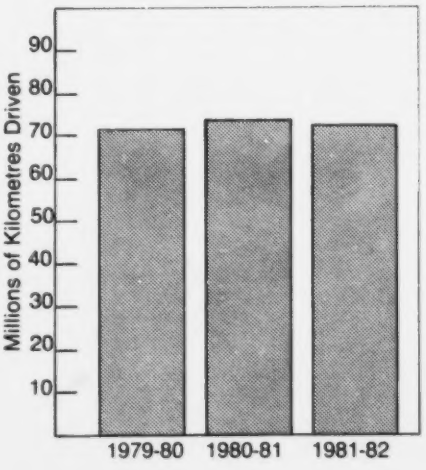
Vehicles in Use



Fuel Consumption



Kilometres Driven



Mail and Telecommunications

The Mail and Telecommunications Branch is responsible for the co-ordination of mail and telephone requirements within the Government of Saskatchewan. The Branch picks up mail from and delivers mail to the Canada Post Office. It sorts and delivers outside mail to 147 locations in Regina and 22 locations in Saskatoon. As well, the Branch distributes inter-office mail throughout the Provincial Government. In addition, a special delivery service is provided for senior officials resulting in 18,500 pickups and deliveries during the year. Another key function of the Branch is providing all departments and agencies throughout the Province with either mailroom equipment, meter postage, or postage stamps.

The Branch co-ordinates telephone installations in Regina and Saskatoon, publishes the Government's Directory and co-ordinates revisions to Sask-Tel's directory listings for the Government of Saskatchewan. To ensure maximum efficiency in the Government's telephone system, the Branch provides consulting services for CENTREX telephone system users and recommends equipment to fulfill their requirements.

1981-82 Activities

During 1981-82, the Mail and Telecommunications Branch handled 12,500,000 pieces of postage bearing mail. This is an increase of 950,000 pieces of mail over 1980-81.

The Branch assumed responsibility for the mailroom in the Provincial Office Building in North Battleford.

Priority Post, in co-operation with the Canada Post, was initiated by the Branch to provide over-night service to eight points in the Province.

A study was begun to determine future telecommunications requirements for the Government of Saskatchewan. As well, a new computerized system of preparing the Government Directory was developed with update capability on a regular basis.

During the year, six mail transporting vehicles were converted to propane for more cost efficient operation in co-operation with the Central Vehicle Agency.

In 1981-82 the Branch processed 12.5 million pieces of mail. Pictured here is Lorna Cann who is the Mail Room Supervisor at Mail & Tel Central.

Office Services Agency

The Office Services Agency provides a variety of print services to the Government. These include: offset and xerographic printing, typesetting, photographic reproduction, dry printing, addressing and mail preparation. The Agency co-ordinates the acquisition of photocopy equipment for all departments and agencies of the Government and ensures that such equipment is used in a cost effective manner.

The Agency provides central photocopying services in those areas where it is uneconomical for offices to have individual machines. Office Services operates as an Advance Account, recovering the costs of its services through charges to its clients.

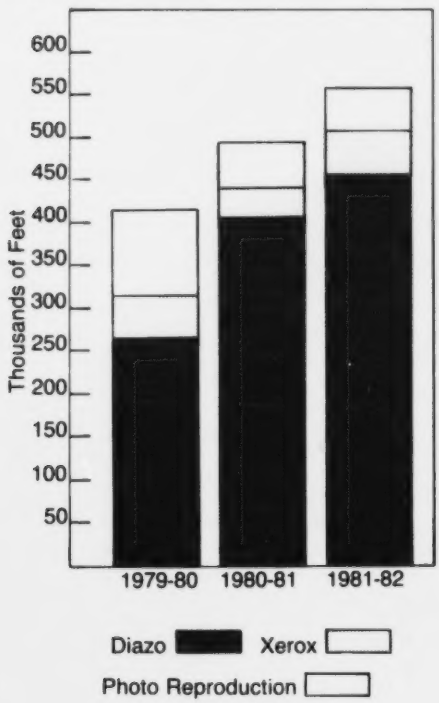
1981-82 Activities

In the 1981-82 year the Department of Education's printing plant was amalgamated into Office Services Agency print shop in the T.C. Douglas Building.

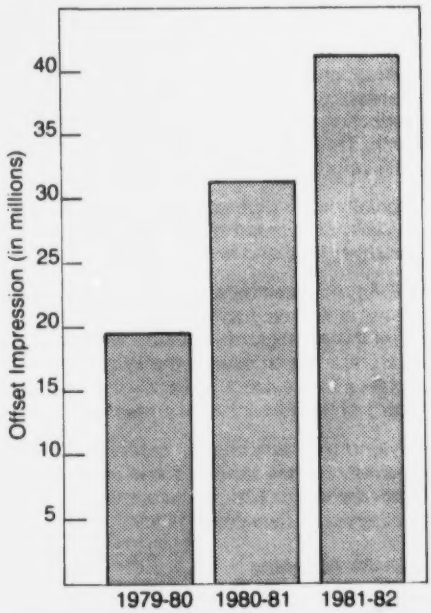
The typesetting and addressograph areas have had new technology put in place which permits interface with word processors and computers by means of floppy discs.

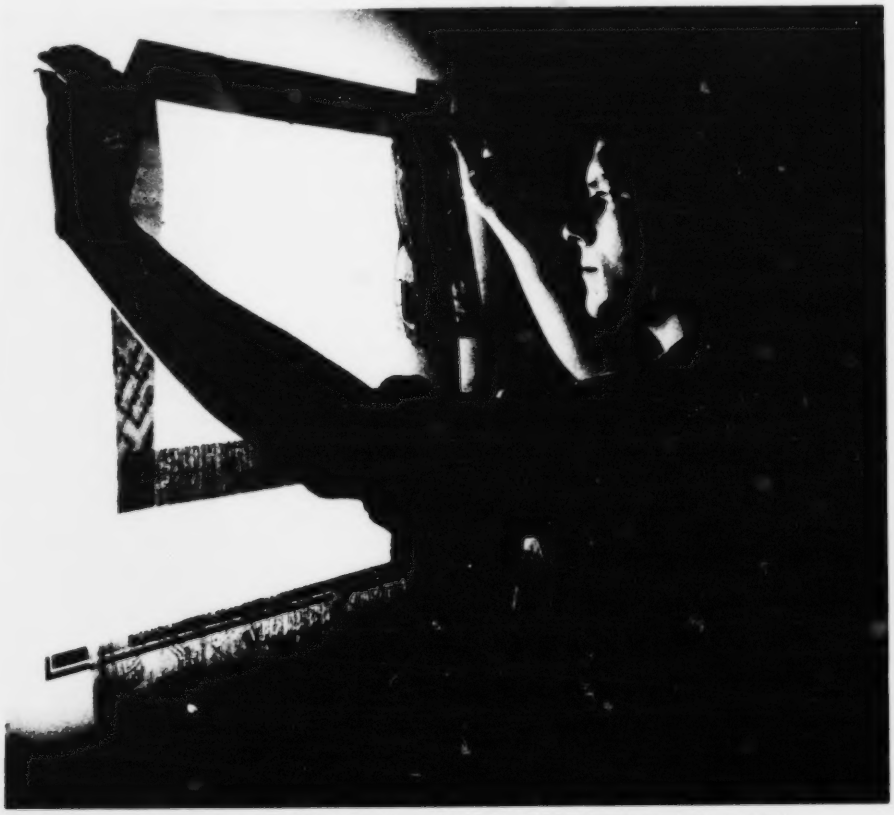
Preparation of a sophisticated fleet management system for the control of the Government's photocopiers was begun. Work continued in the development of a competitive tender process for acquiring the Government's photocopiers.

Photo Reproduction and Dry Printing



Offset Printing





The special equipment at the Office Services Agency include large cameras used for mapping, blueprints, and aerial photography. Tom Latham operates one such camera.

Photographic Services Agency

The Photographic Services Agency provides still photography and related services to Government agencies. These include: most types of still photography, processing of black and white film, and production of black and white and colour prints. The Agency also provides assistance on slide-program and display productions.

Specialty work and work in peak periods is regularly contracted to commercial photographers and laboratories.

The Agency maintains the Government's central still photography library. After ten years the photographs included in this library are turned over to the Provincial Archives to provide a permanent visual record of the Province for posterity.

Government departments' motion picture requirements are tendered and contracted to private sector film producers by the Photographic Services Agency.

1981-82 Activities

On April 1, 1981, the Photographic Services Agency was transferred from Executive Council to the Department of Revenue, Supply and Services. The Agency then moved its facilities from the Legislative Building to the Walter Scott Building. Additional space, an efficient layout and the addition of automatic colour and black and white processors have upgraded the quality and quantity of services provided to Government departments.

Photographer Bruce Weston completes a display for the Photographic Services Agency designed and produced for the Workers' Compensation Board. All photographs in this report were taken by Agency photographers.

Purchasing Agency

Responsibilities

Co-ordinating and controlling the acquisition of supplies for all Government agencies excluding Crown Corporations is the prime mandate of the Purchasing Agency.

The responsibility for providing needed goods and services to client departments while giving registered suppliers the opportunity to compete for Government contracts is handled by a team of Purchasing Officers. Each one has general purchasing skills while specializing in a particular group of products.

Government needs for printing include: brochures, pamphlets, manuals and a multitude of forms. The Print Procurement Section of the Agency is responsible for contracting print work as well as providing expertise and guidance at the preparation stage.

In fulfilling contracts, the final action is payment for goods and services. Under the Purchase/Payment System, the Accounts Section audits supplier invoices against contracts to ensure compliance, before payment is made.

Obsolete or surplus Government assets are disposed of through the Sales and Salvage Section in a manner that will provide the greatest benefit, either by transfer to another department or by sale to municipalities or the general public.

1981 - 82 Activities

The Agency reorganized several activities. The installation of a word processing centre reduced the time from receipt of a requisition to the issuance of a purchase order, while providing clearer more meaningful documents.

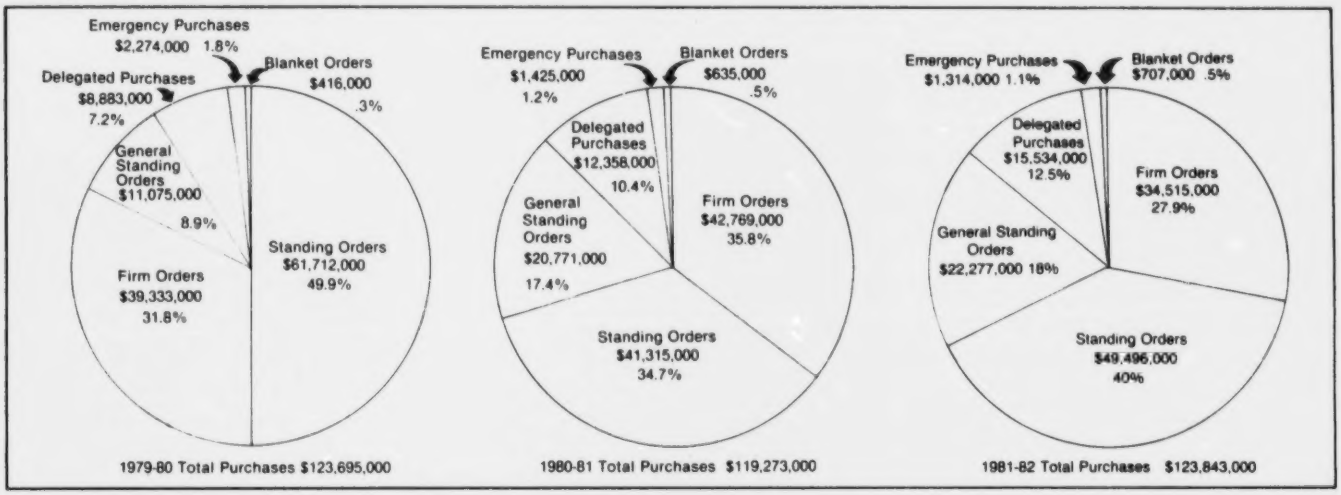
Standing purchase orders offer the greatest flexibility for departments and derive the best price due to volume buying. These orders are being assessed through consultation with user departments and with suppliers to keep up to date with changing technology and product availability.

During the year, the "Purchasing Agency Manual" was rewritten and expanded to provide guidance to all departments on the procedures involved in purchasing.

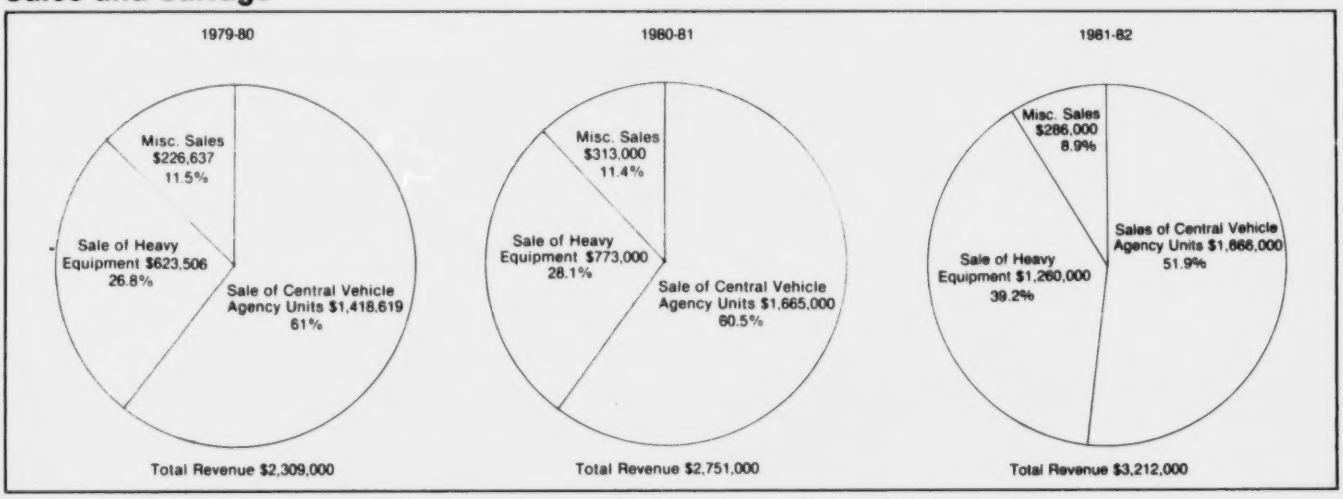
The Sales and Salvage Section conducted more disposal sales in 1981-82 than ever before substantially increasing revenue. Most of the additional sales were held outside Regina.

In the area of Print Procurement, substantial savings have been realized for all departments following institution of tendering of printing orders.

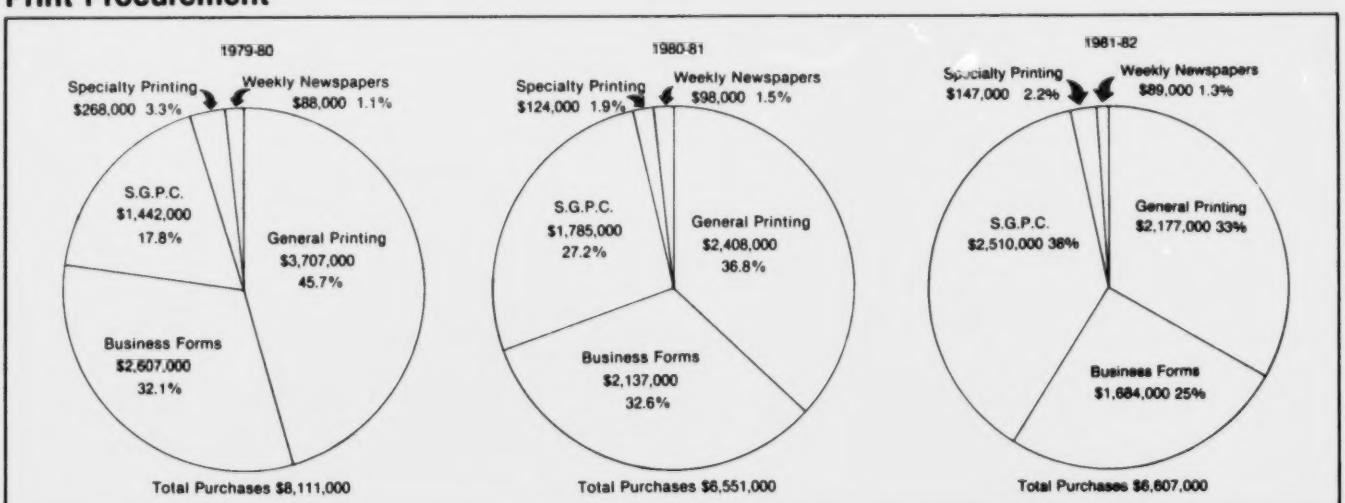
Value of Purchases



Sales and Salvage



Print Procurement



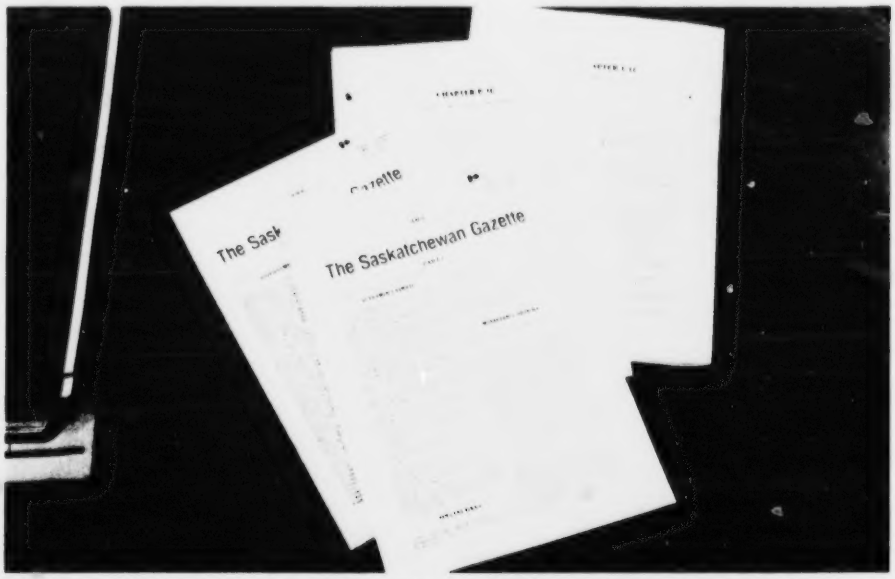
Queen's Printer

Responsibilities

The Queen's Printer is responsible for publishing The Saskatchewan Gazette and other statutory publications, and for providing direction to the Acts and Publications Section of the Supply Agency in distributing such material.

1981-82 Activities

Two volumes of consolidated Private Acts covering the period 1891-1976 were published as part of the Revised Statutes of Saskatchewan and distributed. A revised pricing policy for The Saskatchewan Gazette was developed.



The Queen's Printer publishes The Saskatchewan Gazette weekly as well as updating acts of the Legislative Assembly when amended.

Supply Agency

Responsibilities

The Supply Agency provides the most commonly used office supplies to public agencies and Crown Corporations. An inventory of selected items is maintained and a catalogue is published giving descriptions and prices of all stock. The Agency also distributes and maintains a looseleaf updating service for the Statutes of Saskatchewan and the Rules of Court. The Agency operates a pamphlet act services that is available to all Government agencies and the general public.

1981-82 Activities

1981-82 saw the looseleaf updating service become fully implemented. In addition a survey was conducted with all clients to consider ways to improve the service of the Agency stockroom including the stocking of new items if the demand is sufficient. The results of the survey were most gratifying as the majority of departments are very satisfied with the Supply Agency.

The Supply Agency promises to fill its orders in 24 hours. Rob Varga and Ernie Hoedel are seen here loading the van which makes all Regina deliveries.

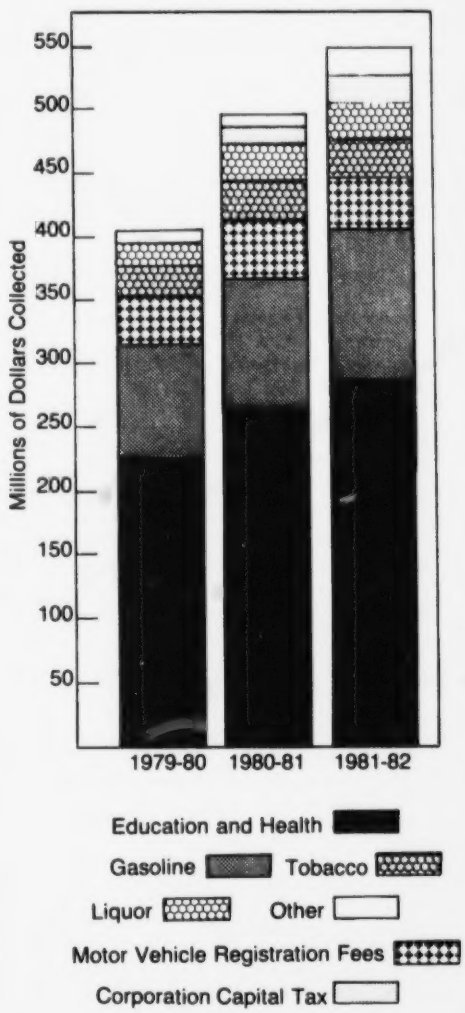
Revenue Division

The Revenue Division administers Saskatchewan's direct consumption taxes, selected miscellaneous revenue sources and certain grant and refund programs. It also reviews and monitors all provincially collected revenue. It is estimated that the Division makes more than one-half million contacts with the people of Saskatchewan each year.

In 1981-82 the Division collected in excess of $500 million in taxes and other levies. The major sources of revenue were Education and Health Tax, $285 million; Gasoline Tax, $121 million; Motor Vehicle Registration Fees, $42 million; Liquor Consumption Tax, $32 million and Tobacco Tax, $31 million. Total administrative expenses were $4.5 million or less than 1% of the revenue collected.

The Revenue Division is organized along functional lines into four branches: Revenue Operations, Audit and Investigation, Revenue Monitoring and Research and Revenue Policy. Key aspects of this structure are the consolidation of collection and processing activities and the pooling of audit resources.

Revenue Collection



Audit and Investigation Branch

The Audit and Investigation Branch is responsible for the development, planning and implementation of audit programs. These programs are designed to ensure that taxpayers who remit tax, or who qualify for refunds are treated equitably and in accordance with the statutes and regulations.

In order to meet these responsibilities, the Audit and Investigation Branch: develops

Revenue Collection (in thousands of dollars)

	1979-80	1980-81	1981-82
Education and Health Tax	$228,021	$269,263	$284,949
Gasoline Tax	86,815	98,516	120,686
Motor Vehicle Registration Fees	36,672	42,611	41,590
Tobacco Tax	23,725	29,395	30,594
Liquor Consumption Tax *	18,215	31,212	32,153
Corporation Capital Tax **	—	9,802	19,522
Other Revenues	11,271	13,369	17,577
Total	**$404,719**	**$494,168**	**$547,071**

**"The Liquor Consumption Tax Act" was brought into effect June 1, 1979.

***"The Corporation Capital Tax Act" was brought into effect April 1, 1980.

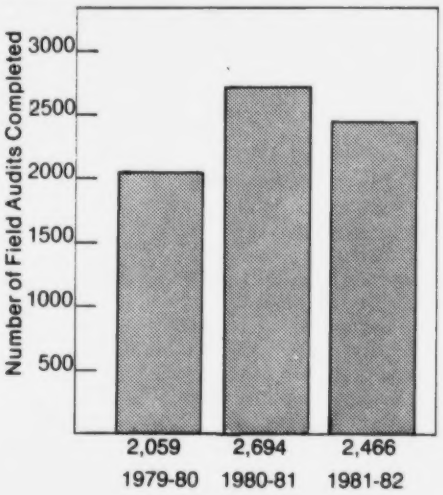
audit philosophy, programs and procedures; conducts field and desk audits; develops and conducts post-audit review programs: investigates taxpayer complaints; and initiates audit action in accordance with the tax statutes and regulations. The Branch provides assistance and guidance to taxpayers, and acts as liaison with other departments and other provincial governments to ensure that inter-provincial agreements are properly administered.

1981-82 Activities

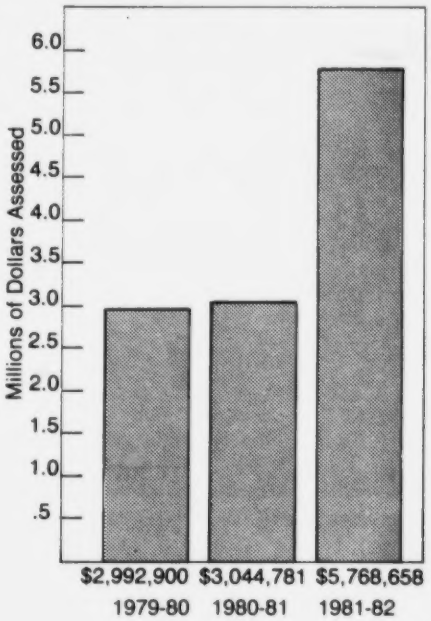
The Audit and Investigation Branch is required to conduct audits under The Education and Health Tax Act, Liquor Consumption Tax Act, Fuel Tax Act, Tobacco Tax Act, Corporation Capital Tax Act, Capital Gains Tax Rebate Program, Canadian Agreement on Vehicle Registrations and the Interprovincial Sales Tax Agreement.

It collects assessments raised under the various taxing statutes and pro-rate plans, initiates legal action, and prepares documents and other enforcement procedures required to satisfy accounts in accordance with the provisions of the different Acts and programs.

Field Audits



Assessments



Revenue Operations Branch

The Revenue Operations Branch is responsible for processing, depositing and reconciling revenue received from consumption taxes; licensing tax vendors and maintaining a tax roll of vendors who collect and remit taxes; providing information to taxpayers and the general public to assist them in understanding tax, refund and rebate programs; providing an initial collection service for the Revenue Division, and operating refund and rebate programs administered by Revenue Division. The Branch also operates an automated system to support revenue collection.

The collection, processing and taxpayer service activities for the Education and Health Tax, Liquor Consumption Tax, Tobacco Tax, Corporation Capital Tax and other miscellaneous revenues and refund programs are centralized within the Revenue Operations Branch.

Number of Taxpayers, Vendors, and Collectors by Major Tax Type — 1981-82

Education and Health Tax	24,780
Liquor Consumption Tax	1,070
Tobacco Tax	200
Corporation Capital Tax	930
Motive Fuel Tax	870

Refunds Processed — 1981-82

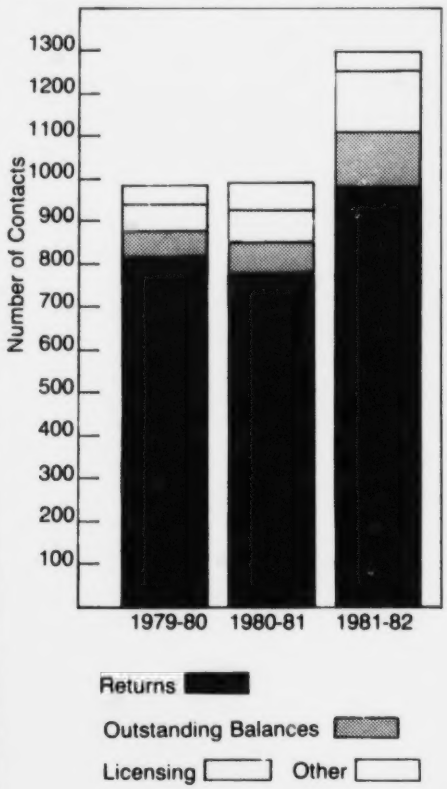
	Number	Value
Farm Cost Reduction Program	21,166	$6,992,685
Gasoline Competition Assistance Program	987	1,589,474
Capital Gains Tax Rebate	589	1,111,749
Residential Mobile Home Refund	250	177,382
Indian Tax Agreement For Petroleum Products	68	955,450

1981-82 Activities

In 1981-82, the Branch implemented the Tobacco Competition Assistance Program. This program provides increased commissions to tobacco retailers located within 48 kilometres of the Alberta border to enable them to compete with their Alberta counterparts.

During 1981-82, the Indian Tax Agreement for Petroleum Products was introduced which provides grants to Indian bands. These grants represent the portion of tax collected on the use of clear gasoline on reserves by Treaty Indians.

Tax Payer Services Contacts



Revenue Division's file room contains comprehensive files on the Education and Health Tax Act. A complete history of tax payment of each vendor, whether in the Province of Saskatchewan or outside, is located here. Pictured are Pete Geml and Helen Brown.

As Revenue Division becomes more automated, a larger amount of information is stored in computer memory. Above, Marilyn Ewart adds additional information to an existing file.

Revenue Monitoring and Research Branch

The major responsibilities of the Revenue Monitoring and Research Branch include: reviewing and monitoring the various fees and charges levied by the Provincial Government; analyzing revenue collection activities within other Government departments to determine the feasibility of centralizing these activities; and undertaking research activities. The Branch also reviews Orders-in-Council having fee implications and maintains an inventory of Provincially collected revenue sources.

1981-82 Activities

In 1981-82, the Branch performed fee reviews for several Government departments including Mineral Resources, Health and Co-operation and Co-operative Development.

The Branch also carried out a review of the revenue collection activities within the Department of Mineral Resources.

Revenue Policy Branch

The major responsibilities of the Revenue Policy Branch include: formulating consistent and uniform policies related to the collection of taxes and the provision of rebates and refunds; acting as liaison with the Department of Finance on taxation matters related to programs administered by the Division; monitoring the activities of the Revenue Operations Branch, and Audit and Investigation Branch; and providing approval of interpretations of taxing statutes and rulings. The Branch also acts as a liaison with other jurisdictions in matters affecting taxation programs assigned to the Revenue Division.

1981-82 Activities

The Tobacco Competition Assistance Program was developed in 1981-82 to provide assistance to tobacco retailers located along the Alberta border.

Exemptions for children's clothing and footwear were provided under The Education and Health Tax Act, effective March 29, 1982. In addition, a new commission structure was implemented which provided an increase for most Education and Health Tax and Liquor Consumption Tax collectors.

Systems Centre

The Systems Centre provides services and systems expertise for the management, delivery, and support of systems design, development and operations within the Government.

As an Advance Account, the Centre operates on a break-even, cost recovery basis. Its mandate is to improve the Government's return on its current systems investment and assure optimum value for future systems acquisitions by Government departments and agencies.

The Centre underwent reorganization in 1981-82 to improve all aspects of systems management, delivery and support. The changes in operational approach represent an effective business response to meet the current management challenges being experienced in the systems field.

Division Organization

Systems Centre consists of three functional branches: The Management Services Branch, The Information Management Branch and The Information Services Branch. Systems management, consulting, and software services as well as services audits are provided through these branches.

Management Services Branch

The Management Services Branch is responsible for overall management of the Systems Centre. The Branch includes two operational units: Management Services and Administrative Support. The first unit provides financial control and billing administration, operational policy and planning support, and quality assurance for systems through regular evaluations. The second provides personnel, word processing and clerical support to the Centre.

1981-82 Activities

The focus of functions performed by the Branch is to ensure value for money in services provided to clients. Activities include provision of systems service audits for internal and external clients, operational policy development and review, and revisions to the Centre's financial administration system.

The Word Processing Centre located in Systems Centre is the largest in the Department. Employing six people, it looks after printed materials for the Systems Centre and Revenue Division. In the foreground is Nancy Nyste.

Information Management Branch

The Information Management Branch is responsible for development and planning projects contracted by Government departments. The Branch has locations to serve Government clients in Regina, Saskatoon and Prince Albert. Although small, the Prince Albert and Saskatoon Branches provide systems management as well as some programming and systems support services.

1981-82 Activities

The Information Management Branch is responsible for providing systems feasibility studies and assists clients develop systems proposals for funding requests to the Systems Review Board.

The Branch also provides systems management and consulting services including contract and project management for systems acquired by Government clients. Its functional responsibilities extend to both data processing and word processing systems.

This Branch's duties reflect the Government's awareness of the importance of sound systems and project management practices to assure that systems requirements are reached in a cost efficient manner.

Feasibility studies have been conducted for each new system developed in 1981-82. Project management and consultant services were provided to many Government agencies during the past years including, Revenue, Supply and Services, Attorney General, Tourism, and the Liquor Board.

Word processing studies have been undertaken for several departments including the Department of Health, Agriculture, Finance, Provincial Library and Revenue, Supply and Services.

A telephone interface has been established as part of the Word Processing Centre. When linked with a typesetter it eliminates needs for keystroking copy a second time to produce printed material. One of the Centre's operators is Debby Speiler.

Information Services Branch

The Information Services Branch is the technical branch of the Systems Centre. It consists of three functional units: the New Development Unit, the Operations Support Unit and the Technical Support Unit. The Information Services Branch is responsible for the technical development of a new system and provides maintenance support once the system goes into production. Consultant services to resolve hardware and software problems are also provided by the Branch.

1981-82 Activities

The New Development Unit is responsible for designing new computer based systems in detail, programming and testing these as well as installation. On installation, the Operations Support Unit assumes responsibility for maintaining the systems.

Its main responsibility is to ensure that each system meets the performance requirements identified by the client. The Operations Support Unit currently provides support for over 170 systems operating throughout the Saskatchewan Government. These systems involve more than 3,320 computer programs and 4,823,000 lines of computer code.

The Technical Services Branch provides consulting services within the Centre and to Systems Centre clients for word processing and microcomputer performance requirements. The Unit provides trouble-shooting analysts to help resolve equipment and software problems. It also performs training, research and development functions to maintain a high level of technical expertise within the Centre, necessary in the fast moving systems field.